

PHASE THREE GOAL SETTING QUESTIONS DEMONSTRATION

Kain: So here we're going to welcome back Karen once again to join us in this phase three stage of the counselling relationship, and this is all about reflecting upon what it is that we have now discussed in previous conversations and sessions, and it's all about reflecting upon goals and practical next steps now. So this phase is all about shifting our focus now away from what we don't want and towards what it is that we do want. Now, Karen, I do appreciate it's been quite some time. What you probably won't appreciate at home, as you're watching this, is the number of days that actually sit in between the video sessions that we carry out. So Karen, you've had, what, two or three days since that last demonstration that we carried out where I took you through that Larry Crabb Inside-Out model from the physical to the emotional, rational, volitional, spiritual and then right back out again.

Karen: Yeah.

Kain: I'm just wondering, what has changed for you? Now, what we're acknowledging, it's only been a few days since we filmed that demonstration, but obviously Karen's my wife and we had a conversation just this morning when we were coming down to start filming today about some realisations and some aha moments that you've had since we carried out that little exercise.

Karen: Yeah. So in terms of what's changed, I feel I understand myself a lot better.

Kain: You feel you understand yourself a lot better now.

Karen: Yeah. Making that link in the model between what I'm thinking and what's actually driving that, what the goal is that I'm actually working towards, which is so often keeping other people happy, has...it's just helped me see that problem in a whole new light, so I can now see that in my work and even in my interactions with other people, my conversations, a lot of the time I'm trying to get approval, and working through that in the model has just made me see how often it actually comes about.

Kain: Ah, that's interesting.

Karen: So I've become a lot more aware now of what my motives are, quite a lot of the time.

Kain: What your motives are, that is interesting. Because if you think about what Karen's just shared here and how this actually relates to the two videos that I presented you with on listening, the four fundamental levels of listening, we have cosmetic listening, conversational listening, I know that Karen, the whole attending attentive listening resonated with you a little bit, didn't it?

Karen: It did, yeah.

Kain: Now, this is just Karen, bearing in mind although you're watching this video right now from wherever you're watching the video from, it might be useful if you were to be exposed to a different perspective on what Karen took from that four levels of listening framework that I presented.

Karen: Yeah.

Kain: What did you learn through that, Karen, what did you discover?



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Karen: I could totally relate to the first two levels of listening and how easy it is to think you're listening to something, to someone, but you're actually not. As soon as a thought pops into your mind or some kind of assessment of what they've just said, you've stopped listening and you've started interpreting instead, and I started realising, oh my goodness, I do this quite a lot of the time, I'm quite guilty of this, and then when you started talking about, okay, so attentive listening, my immediate response was, okay, I think I'm getting a bit better in this area, but then you related it to attentive listening can often be associated with trying.

Kain: Trying to listen rather than just listening.

Karen: Yeah, and immediately when you said that I realised that, oh yeah, I can feel my motives are often trying to listen rather than just listening, that deep listening that you described.

Kain: The deep listening. It's as if deep listening is agenda free, so when we are deep listening or listening deeply, we're not trying to do anything, we're just seeking to understand, which means that we've got to be listening not just with our ears, but with our eyes, we've got to paying full undivided attention to the person whom we're conversing with, so that we can understand now just what they're saying, but what they're not saying, so we can really see and appreciate the person. Interesting, and how often do you do that, Karen?

Karen: This is one I need a lot of practice in.

Kain: It's one you need a lot of practice in. Now, what Karen suggested earlier on, she said, oh my goodness, Kain, you do this stuff all the time, and I said, yes, I do, I actually do this stuff all the time. These are ideas that I put into practice every single day. Many of these counselling skills, they're not just skills that I put on and take off when I'm counselling people, but they are in fact disciplines that I've chosen to build into my life, so they're a way of being for me, which means that the way in which I would conduct myself in a counselling relationship, believe it or not isn't too dissimilar from how it is that I would conduct myself in any other relationship that I have, personal, professional. Now, you might think that's a little bit strange, a little bit unusual, but let me please cast your mind back to the three core conditions of counselling. What are they? Unconditional positive regard, can you remember what the other two are, Karen?

Karen: Empathy and congruence.

Kain: Empathy and congruence, alright, and what is congruence? Congruence is about being real, it's about being authentic. Now, granted I appreciate that if we've ever watched any movies that have had counselling sessions in, the counsellor's generally some middle-aged man or woman who wears a shirt and tie, perhaps a dickie bow tie with facial hair who sits there on a long leather sofa, who speaks something like that, and Karen, do you remember what the counselling trainers spoke like when we were attending that course, going back around about six or seven years ago now?

Karen: I remember, yeah.

Kain: It was just like that, alright, sent me round the twist, Karen completely disengaged and this was people trying to counsel and teach counselling in a certain therapeutic way, and my friend, how completely incongruent is this? If we cannot be real, if we choose not to be real in a counselling session, how are we ever going to encourage our client to open up and just be real with us? Come on, we don't speak like



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this in the context of our day to day conversations, because it would just be weird, wouldn't it? So let's keep things real here, people. So moving swiftly on, thank you very much for sharing openly and honestly, Karen, what we're now just going to focus on is this phase three model, and this is about us now having a conversation. We've established it seems something that you now want. You've openly shared that you have gained some new insight and some clarity into this issue, this problem that you had, and now what I'm hoping that we're not going to do anymore is focus so much on the problem, but rather focus on what it is that we do want instead.

Karen: Yeah.

Kain: So if you were to consider now, if you were to begin establishing some goals, some objectives and shift your focus towards what it is you actually do want, what would you say, how would you respond?

Karen: I want a deeper connection in all of my relationships.

Kain: You want deeper connection in all of your relationships.

Karen: Yeah.

Kain: Now, I'm going to suggest, bearing in mind this is still a relatively staged session, you have articulated that relatively concisely, most likely because of the last few videos that I've obviously presented, it's given you the context. I know in between videos Karen said, yes, that's exactly what my goal is, that's exactly what I want. Bearing in mind our clients when we work with them aren't always going to be this concise, so just please be aware that this is a little bit staged, just because Karen's sat in and experienced this entire training, not just as my test subject/demonstration client, but also behind the camera when I've been teaching other ideas as well. So in the next section of the course where I have two full demonstrations with two separate clients, Laurie and Becca, it's going to be a lot less staged, it's going to be real issues and me just simply working the best I can with what I have in response to what it is that Becca and Laurie share with me, so that will become a lot more evident to you. So here, Karen, you now have a goal. How is it that you see this goal?

Karen: I see the relationships that I do have improving through my improved listening. I really want to become a better listener.

Kain: So you want to become a better listener, and you can see that the listening better, listening deeper, is really going to help you to build more meaningful connections with those other people in your life, me included.

Karen: And you included, yeah.

Kain: Oh, lucky me. Right, okay, so this sounds like a pretty ecological goal, sounds like a quite worthwhile goal to work towards. It's definitely positive, it's something that you are going to gain, it's something that's really going to enhance and complement your life, it's not just something that's going to take away from it, so I think this is good. It seems we're in agreement.

Karen: Yeah, it's something that's very much at the forefront of my mind now.



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Kain: It's very much at the forefront of your mind. So I'm just wondering out of interest, what is it that your head tells you about this goal? What does your head tell you about this goal, what does your head have to say?

Karen: There's a couple of different things my head's telling me that...

Kain: A few different things.

Karen: That on one level it makes sense.

Kain: One level it makes sense.

Karen: This goal makes sense, yeah. It's really important that I work towards this.

Kain: And how do you know that's important?

Karen: How do I know it's important...because in terms of what my head's saying, yeah...I know it's important because this not listening well and disconnecting, the things we've talked about, have caused some problems.

Kain: They've caused some problems.

Karen: Yeah.

Kain: So you know that not changing is no longer an option for you.

Karen: Yeah.

Kain: So it seems to me then that your desired change has become greater than your desire to stay the same and not change.

Karen: Yeah.

Kain: Okay, that's good. Well, that's a definite positive shift, isn't it, definitely a shift in your perspective.

Karen: Yeah. At the same time in my head there's the linger of the...you can't do this, you're not quite good enough, but I know that that's not true, so that's kind of been...now that's the one being suppressed.

Kain: Quietened, so this shift in perspective that you gained in that last section is something that you're going to have to really remind yourself of. You're going to have to fight, you can't just assume that things are going to change by themselves, this is something that you're really going to have to actively get involved in and play an active part in, so you're going to have to really drive this change in your life.

Karen: Yeah.

Kain: Okay. So this change isn't going to happen unless you take responsibility for change happening.



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Karen: Yeah.

Kain: I mean, how does this feel?

Karen: So the fact that it's...I've got to take responsibility for making this change happen. I feel quite empowered.

Kain: You feel quite empowered.

Karen: Yeah, to...I've learned quite a lot of new stuff.

Kain: Over the last few sessions, discussions.

Karen: Yeah. I kind of feel like I know what's true, I know what's right, I know how to move forward, I just need to practise.

Kain: Just need to practise.

Karen: Yeah.

Kain: And what will practice give you, if you were to practise, think about...I mean, do you have a scenario or a situation in mind, is there something you can see where you could practise a situation or a time that would allow you opportunity to practise?

Karen: Yeah, conversations with yourself.

Kain: Conversations with me.

Karen: With family members.

Kain: Conversations with family members as well.

Karen: Yeah. Even in my working day, that's not so much listening, but choosing to really focus in on the task, kind of relating the two is the same problem.

Kain: Okay. So just to get clear here, what is it in the past that has prevented you or stopped you, what's been the block for you to listening? If we just name it and shame it, just so we're clear, because if we need to make change, we need to understand what it is that we're going to be working against.

Karen: The block.

Kain: Yeah.

Karen: The block has been my lack of focus on the other person, choosing to think and worry, and I'm not focused in on attempting to fully listen to what the other person is saying.

Kain: Okay, so when you're thinking and worrying and if you're focused on your panicking or your feeling, then you'll...it's like you become flustered inside of yourself which is obviously coming at the cost of the attention and the deep



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listening you could be doing with another person.

Karen: Yeah.

Kain: Interesting. Okay, so it seems that we actually have quite a bit of clarity here now.

Karen: Yeah, it is clear, yeah.

Kain: It's clear, so we have a very clear goal. It seems that you know how it is that this goal could actually be pursued now in different areas of your life, you know what you think about this goal, you know what your head's telling you about this goal, you know how you feel about this goal. What does your heart have to say about this goal now? How does your heart respond towards it?

Karen: My heart's telling me that this is something I really want to work towards and not just for me, but for the other people in my life as well.

Kain: Okay, so it seems to me then that where your head was saying that this is something you should do, this is a good thing to do, it's going to be good for you, your heart's saying that it's not just going to be good for you, but it's also going to be good for other people, and this is something that you really now want.

Karen: This is something I want, yeah.

Kain: So your head tells you what you think you want, but your heart tells you what you actually want, it seems.

Karen: Yeah, I genuinely want to develop, to be better for the other people in my life.

Kain: You want to be better for other people in your life. For what purpose?

Karen: To have more meaningful conversation and connection.

Kain: To have more meaningful conversation and connection, and what will that give you?

Karen: Fulfilment through feeling like I'm making a difference for those other people.

Kain: Fulfilment through feeling like you're making a difference.

Karen: Or not just feeling, but actually making a difference.

Kain: Like you're actually making a difference for...

Karen: For those other people.

Kain: For those other people in your life.

Karen: Yeah.

Kain: How specifically do you see yourself doing this? I'm just chunking up, chunk-



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ing down here, by the way, just to point out what's hopefully quite obvious. This is just about helping Karen to gain much more clarity.

Karen: How specifically...through not trying to listen, but genuinely listening on that deep level to other people and offering them my value.

Kain: Offering them your value. That's interesting. And what specifically is this value?

Karen: The value is...in a way it's my choice to fully attend them and see them and offer them feedback and not be focused on myself, but completely focused on them.

Kain: Be completely focused on them and not on you.

Karen: Yeah.

Kain: So you're talking about attending another person, it's kind of like applying some of these counselling skills that we've talked about in the context of your day to day relationships.

Karen: Yeah.

Kain: Interesting, isn't it? So these counselling skills are kind of people skills, social skills, communication skills all rolled into one.

Karen: Yeah.

Kain: Interesting, so this is just helping you to become more for other people, and if you become more for other people...

Karen: If I become more for other people, the connections I do have will become more genuine.

Kain: The connections that you do have will become more genuine.

Karen: I'm not trying, but actually being my best for other people.

Kain: So you'll actually be being your best for others, and for what purpose what you want to do that?

Karen: For what purpose...I want to be my best so that I can make some kind of difference.

Kain: Make a difference.

Karen: Yeah.

Kain: So it seems to me that you're pretty clear in your heart what it is that you want now.

Karen: Yeah, I'm clear that I really want to improve my listening, how I am for other people, not trying to deceive people or try in any way, but genuinely committing to being better.



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Kain: When you say deceive people, what is it you mean by that?

Karen: By that I mean...like there's times I can think...many times I can think of where I've...I'll appear to be listening to someone, but I'm actually completely focused on my own stuff or my own worries or...

Kain: Is that kind of like cosmetic listening?

Karen: Yes, yeah.

Kain: So you're deceiving people or you're trying to deceive people when you're just cosmetically listening, you're pretending that you're listening, but you're actually not, inside of your mind you're elsewhere.

Karen: Yeah.

Kain: Okay. So I'm just wondering, are there any conflicts anywhere between your head and your heart, anything about making changes in this area of your life that is not going to be okay, that is not good, have you got any reasons whatsoever why you shouldn't start making changes today? Any conflict, no matter how big or how small.

Karen: No, other than what I mentioned before about this little niggle that tells me I can't do it.

Kain: But say that little niggle inside of you, if you choose to focus on that little niggle, then that's going to come with a cost if there's deep listening and meaningful connection you want to develop with people anyway.

Karen: Yeah, so learning to really quiet that down, not listen to it at all.

Kain: Not listen to it at all, because that's just going to be a thought that pops into your mind, so just to be clear, it's not something that you need to acknowledge moving forward.

Karen: It's not, no.

Kain: Okay, I'm guessing that over time and with practice, this is going to be something that you're really going to be able to get on top of.

Karen: Yeah.

Kain: Okay, so it sounds like you're really quite clear on the goal that you want, it seems like on a head level this is a good goal to go for, on a heart level this is a really good goal to go for, for you.

Karen: Yeah.

Kain: What about your gut? What does your gut tell you, what does your gut say about this goal?

Karen: My gut's telling me that I can make these changes.



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Kain: You can make these changes?

Karen: Yeah.

Kain: Even if that little voice says something inside of your mind that contradicts?

Karen: Even if it says that, yeah.

Kain: What's the difference between this gut, the voice of the gut and the voice of the mind, what's the difference?

Karen: The voice of the gut is...not sure how to describe it, it's like it's kind of got more energy behind it, it's like...

Kain: More energy behind it.

Karen: Like it's more determination behind it.

Kain: More determination. What is it that's determining this determination? What's motivating this, because I'm guessing that the power behind it is going to be motivation, isn't it? I'm just wondering what the motivation is behind this energy?

Karen: The motivation is kind of like the drive I have to really want to make the change.

Kain: The drive that you have to want to make the change.

Karen: Yeah, like my heart's telling me, yeah, you want to make this change, it's like what's pushing me forward, okay, this is what I actually want.

Kain: Okay. What I'm going to ask you to do now, I'm going to ask you to do something just a little bit abstract, just a little bit unusual. If you were to give voice to what it is that your head sometimes says, you know when that little thought pops in?

Karen: Yeah.

Kain: If you were just to speak that out, in fact, what I'm going to do here, I'm going to do something even more unusual. I'm going to stand up just for a second. What I'm going to do, I'm going to ask you now on this seat just to speak out what it is that your little voice would say sometimes, and once your head's spoken, once this little voice, this thought, has spoken, I'm going to ask you to move over to this seat where I'm sitting, and respond with your gut.

Karen: Okay.

Kain: This is kind of like what it is that you're going to have to work at moving forward, isn't it?

Karen: Yeah.

Kain: Responding to whatever it is that pops into your head with this powerful, more energetic voice of the gut, it seems.



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Karen: Yeah, okay.

Kain: Does that make sense.

Karen: Yeah, it makes sense, yeah.

Kain: Alright. Do you see what we're doing here at home? Right, so go for it. If you were to give voice to the case against you going and pursuing this goal, what would your head say sometimes, or what thoughts pop into your head?

Karen: You can't make these changes.

Kain: You can't make these changes.

Karen: Yeah.

Kain: So let's not dwell on that too much. I'm going to stand up for a second, I'm just going to stand here in the corner. Can I ask you to sit here? I feel a little bit weird because we've only got so much space here in the studio, and now I want your gut to respond.

Karen: You can make these changes, if other people can change, you can change too.

Kain: For what purpose?

Karen: For what purpose...to become more, to become better for other people, to become who I'm...more of who I actually am.

Kain: Okay, I'm going to ask you to go back into that seat again now. I'm going to now ask you just to simply respond with that thought that comes back in your head again, because I'm guessing what this is, is the debate that many of us experience in life when we fall into this place of procrastination, don't we, is this battle between the head and the gut, the thoughts that pop in our head and what it is we really want to do. So this is just a battlefield of the mind, isn't it?

Karen: Yeah.

Kain: So knowing how it is that you've just been through this process, I want you now just to speak out this thought again, as you would normally hear it.

Karen: You can't make these changes, you're not good enough.

Kain: Respond with your gut.

Karen: You can make these changes, you can learn and grow and change, like other people.

Kain: What does your head have to say about this?

Karen: You can't do it, you can't make these changes.

Kain: What does your heart say?



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Karen: I really want to.

Kain: And your gut?

Karen: You can practise.

Kain: You can practise. Fantastic, alright. So what we've really done here, we've just got Karen to relate to these different parts of herself, an abstract thing to do. Sometimes it might work, sometimes it might not work, but from this place, you can, if you practise, I'm just wondering what your next step will be. Once this session's over, you're going to go back into your every-day life tomorrow, what's your next step?

Karen: It will be practising with yourself, with family members. I'm saying that I need to be quite proactive about this.

Kain: Quite proactive. In what way?

Karen: Like initiate some coffees, some conversations with people that I've not seen in a while or not had a one to one within a while.

Kain: So being quiet and being introverted, it doesn't seem like that's going to be too much of an option anymore.

Karen: No, it's going to have to...

Kain: It's going to have to change.

Karen: Change, yeah.

Kain: Okay. So based upon this discussion, with everything else that we've done and we've talked about through the last few sessions, is there anything else that I could help you with at this stage, in relation to this one matter?

Karen: No, I don't think so. I think it would be good to have conversations moving forward, to check in.

Kain: It would be good to have conversations to check in.

Karen: Yeah.

Kain: Okay, so in this stage of the phase three of the counselling relationship, we've established what the next steps are. Now, if you just were aware of the question I've just asked Karen there, is there anything else that I can do or help you with at this stage of our conversations that would be able to assist you any further in this matter, so we're not asking Karen now to focus on whether there's anything else or any other matters, just this one, because it's important that Karen now takes responsibility for taking the action steps that she has seen that she's now able to take. It's not my responsibility or yours as a counsellor to write them down, to put in place an action plan, that's merging more into coaching, which is a very different form of helping, but this is just simply one goal that Karen has taken full ownership of now, Karen said that it would be helpful to



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revisit this and have perhaps a conversation or some conversations about this in the future, so how I would respond to that in the context of an actual counselling relationship would be, okay, so how about you go and make some changes, make these changes that you see, for the next two to three weeks, and then get back in touch, we'll get together for an hour and we'll have a conversation about how you're getting on.

Karen: That sounds good.

Kain: Does that sound good?

Karen: Yeah.

Kain: That's fantastic. And to be honest with you, this kind of brings our counselling relationship to a close. Now granted, Karen may have a million and one other issues in her life, but what we've done here is we've addressed one major issue, one really important issue, and we've brought about a potential solution. It's not that I've given Karen a solution, it's not that I've given her some advice or told her what to do, Karen has worked this out for herself. She's just simply taken full responsibility for what she wants and what she's willing to do about it, and this brings us back right to the pre-assumption at the start that empowerment comes via responsibility. When our clients take full responsibility for what it is they actually want, they become empowered. Karen, how would you respond to that?

Karen: I feel empowered after our chats, I'm already now thinking of what else I can do to kind of solidify this to make what I've learned stick. Practice, okay, keep a note, a journal so that I'm really learning as I practise. Yeah, I'm definitely feeling a lot more empowered now than when we first started chatting.

Kain: Okay. So this is where the rubber hits the road for Karen. This is where she's going to have to go and take some actual action steps for herself, and this is where our responsibility as counsellors ends. So we're going to wrap up this video, we're going to wrap up this demonstration for now, because this is one of a number of processes that we can take our clients through in phase three of the counselling process. So I'm going to send Karen off on her merry way to go and put her action steps into practice and go and make these changes in her life, and in the next video I'm going to share with you another process/goal setting framework that we can use to help our clients pretty much just get to exactly the same place.

So I'm just offering you a few different options here, you can use in your own practice whatever it is that fits best for you, so we're not going to deconstruct this video. I'm hoping it's been really quite apparent and quite transparent for you. This is just simply about solidifying all of the learnings, all of the insights that we've drawn. Yes, there would be some other questions that I would ask Karen, but I'm going to save that for another video that I'll use to pretty much bring this section of the course to a close.

So I hope this has really made sense to you. I've really done my best here to simplify the entire process, not to dumbify it down, but just to show you that you can actually start putting some of these processes and ideas into practice right away. So Karen, thank you very much for again being willing to be so open and honest, and we'll look forward to seeing you again in the next clip.

END OF TRANSCRIPT

